Key IT Trends for State Government

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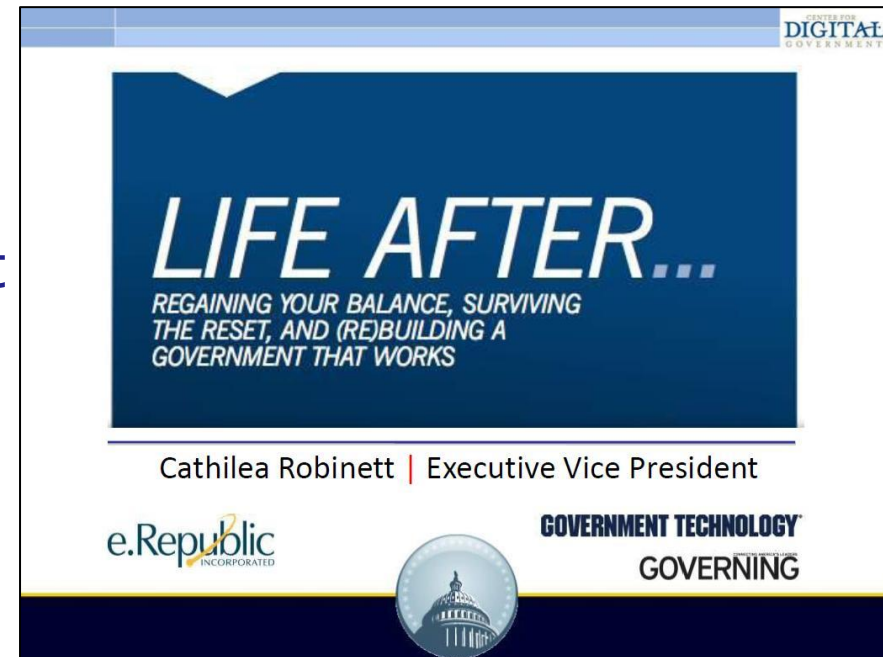Director, Enterprise Solutions and Governance

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Center for Digital Government Presentation

- On Feb. 9, 2011, Cathilea Robinett, Executive Vice President of the national Center for Digital Government and Digital Education, presented her insights into the latest trends in digital government.
- The full presentation can be seen at: http://www.youtube.com/watch?v=m7Wyf5WJztk

Key IT Trends

Due to economic pressures and changes in citizen expectations, two key IT trends will emerge as state governments adapt to the new governing environment :

1. States will rely on IT to reduce costs by improving operational efficiency
2. States will improve citizen services by using IT to increase the interaction between citizens and government

Improve Operational Efficiency

State governments will improve efficiency by:

- Consolidating departments and agencies that provide complimentary citizen services
- Optimizing existing state government IT (consolidating data centers, using shared technology services)
- Promoting attractive, productive work environments (leveraging telework, rewarding innovative solutions)

Improve Citizen Services

State governments will improve citizen services by:

- Using social media to facilitate communications between citizens, politicians and government
- Deploying mobile applications that give citizens immediate access to government services
- Increasing public confidence in government through transparency and accountability (data sets and feeds, spending and campaign contribution trackers)

Governor's Reform Commission - Similar Themes

- Provide multiple service delivery channels
- Expand customer "one-stop" concept
- Enable self-service
- Enable mobile workforce
- Consolidate common functions
- Adopt common processes
- Combine back-office operations
- Promote transparency

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Wrap-up

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